

Course Outline

“think
learn?
succeed”

“smart training for clever people”

Handling Customer Complaints

1 Day

Do your customers sometimes make unreasonable demands or behave in challenging ways? Then you need this course! With the right approach, these conversations end up with the client smiling and still loyal to your business. This course focuses on how frontline staff can respond effectively, even when customers become angry or abusive. You'll find out why some customers become enraged when their expectations are not met and how to calm them down. You'll learn how to build rapport with difficult people and accurately diagnose problems. Finally, you'll master techniques of “verbal self defence” and high impact negotiation.

What you'll learn to do in this course

You'll come out of this session with powerful tools for handling difficult customer service situations. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Understand why “moments of truth” matter
- Take the FAST approach to calming upset clients
- Deliver bad news without sparking anger
- Get angry people to listen
- Handle complaints with flair
- Respond to verbal baiting by a client
- Turn moments of truth into success stories

Topics you'll cover

- What are “moments of truth”?
- Understanding rage reactions
- Building rapport and demonstrating empathy
- Diagnosing problems and identifying client concerns
- Leading towards positive outcomes
- Agreeing on solutions with a client

What others have said about the course...

‘Excellent course. Provided so much practical information in such a short time’

Mary-Anne. Heart Foundation 2013

‘Well put together presentation which utilised real life examples to illuminate the concepts’

Casey. University of Western Sydney College 2015

‘Very, very informative and practical, easy to follow concepts and I feel more confident’

Maria. Autism Spectrum 2013

‘Positive, the communication was kept affirming, space was made safe’

Barbara. Calvary Mater 2015



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at www.thinklearnsucceed.com.au